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SAN JOAQUIN COUNTY

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*CalWORKs*

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March 25, 2008

Mr. Ramon S. Lopez, Chief  
Civil Rights Bureau  
Human Rights and Community Services Division  
Department of Social Services  
744 P Street  
Sacramento, CA 95814

Dear Mr. Lopez:

Attached you will find the Corrective Action Plan addressing the compliance issues as identified in the Civil Rights Compliance Review of November 26-28, 2007.

While most of the issues have already been corrected, the remaining issues identified can be corrected through additional training and communication with staff.

If you have questions about the Corrective Action Plan please contact our Civil Rights Coordinator, Melissa Sangalang at 209-468-2027.

Sincerely,

Joseph E. Chelli, Director

Enclosure

c: Melissa Sangalang, Civil Rights Coordinator



CIVIL RIGHTS COMPLIANCE REVIEW  
November 2007

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CORRECTIVE ACTION PLAN  
March 2008

Upon reviewing the cited deficiencies and the items requiring corrective action, we have determined that a significant number are fully covered by HSA handbooks and/or other guidance. This has led to the conclusion that refresher training, covering some of the fundamentals of the Civil Rights requirements, is needed.

Listed below are the items identified in the Civil Rights Compliance Review Report as requiring corrective action.

**Location: 900 East Oak Street, 2<sup>nd</sup> Floor, Stockton, CA**  
**CalWORKs Employment Services Center**

**III. DISSEMINATION OF INFORMATION**

Auxiliary Aids: The required auxiliary aids must be made readily available to the public and the reception staff must be aware of their existence and location. SJCHSA shall ensure the availability of large print, Braille and auditory aids for participants in all of the programs for which CDSS has oversight responsibility.

**Corrective Action:** Pub 13 has been provided in alternate formats to the Reception area for use by clients as necessary. Large print Pub 13's are available to all employees through the internet and printed copies have specifically been provided to Adult Services Workers. The HSA Civil Rights Coordinator maintains several Braille copies of Pub 13, as well as an audio cassette version (English and Spanish). Workers can contact the Coordinator when these are needed.

All HSA workers have access to the internet and, hence to large print or otherwise modified material available through CDSS. The alternate format publications are also available in Personnel.

**IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES**

Lobby: The Publication 13 (Pub 13) "Your Rights Under California Welfare Programs" was not available in alternate formats in the reception area.

**Corrective Action:** Pub 13 has been provided in alternate formats to the Reception area for use by clients as necessary. Large print Pub 13's are

available to all employees through the internet and printed copies have specifically been provided to Adult Services Workers. The HSA Civil Rights Coordinator maintains several Braille copies of Pub 13, as well as an audio cassette version (English and Spanish). Workers can contact the Coordinator when these are needed.

**Parking Lot:** Compliance in the parking lot is much improved from the last review. However, there are still a few areas which need correction in order to be complaint. There is one designated "accessible" parking space next to the recently installed iron fence that cannot be designated "accessible", as it does not meet minimum space requirements for an "accessible" parking space. The two wall mounted "accessible" parking signs (attached to the building) should be moved over as close as possible to the interior end of the parking space and centered in front of each "accessible" parking space. (The height of the existing signage is in compliance as it exceeds the minimum height requirement of 36"). The words "No Parking" must be painted on the pavement in each access aisle (loading and unloading) with letters a minimum of 12" high and they are not. The International Symbol of Accessibility (ISA) on the pavement needs to be re-painted as it is worn off and not clearly visible.

**Main Entrance:** Double Doors-Right. It is too heavy at 9lbs. pressure. There is no International Symbol of Accessibility posted at the front door entrance.

**Elevator:** Need to designate as "accessible" and post ISA.

**Restrooms-2<sup>nd</sup> Floor:** In both Men's and Women's Restrooms, the soap dispenser located on the left side of the sink is mounted too high. The "operable parts" exceed the maximum of 40" from the floor. In the Women's Restroom, the pipes under the sink are not securely insulated. They need to be re-wrapped. The two accessible stalls have a fixture mounted containing toilet paper and seat protectors in which the operable parts are located too high at 48" to access the seat protectors. The toilet tissue dispenser is located too far away at 48" from the toilet. The accessible stall in the rear of the restroom has no grab bars located in the back of the toilet.

**Corrective Action:** The facilities management company responsible for building maintenance, Cort, has made these corrections.

<p style="text-align: center;"><b>Human Services Agency</b> <b>Location: 102 S. San Joaquin St. Stockton, CA</b></p>
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**Parking:** The city parking lot across from the facility does not have the proper signage, pavement markings, access routes, and required number of parking spaces. There are several spaces allocated as accessible spaces, but they are

not compliant. We strongly recommend the county to work with the city so this parking lot will become compliant.

**Corrective Action:** San Joaquin County Human Services Agency has been working with the City of Stockton and has advised them of the findings as stated in the Civil Rights Compliance Review Report. We expect the work to be completed by April 15, 2008.

Main Entrance: The first set of automatic doors was out of order during the review. (CA T24 1133 B.2.5, ADA 4.13.11 (2) (a) & (b)) p. 195

**Corrective Action:** Both sets of doors are now working properly.

Lobby: The Publication 13 (Pub 13) "Your Rights Under California Welfare Programs" was not available in alternate formats. Div 21-107.221

**Corrective Action:** Pub 13 has been provided in alternate formats to the Reception area for use by clients as necessary. Large print Pub 13's are available to all employees through the internet and printed copies have specifically been provided to Adult Services Workers. The HSA Civil Rights Coordinator maintains several Braille copies of Pub 13, as well as an audio cassette version (English and Spanish). Workers can contact the Coordinator when these are needed.

All HSA workers have access to the internet and, hence to large print or otherwise modified material available through CDSS. The alternate format publications are also available in Personnel.

Drinking Fountain: The plate located on the bottom of the fountain is loose and hanging, posing a safety issue for a wheel chair bound person. (CA T24 1133B.8.6.1, ADA 4.4.1)

**Corrective Action:** The drinking fountain has been repaired.

Restrooms (Men & Women's): The toilet seat cover dispensers are located too high with the operable parts located at 44-46" from the floor. The paper towel dispensers are located too high at 45-46" from the floor. (CA-ACRM 1115B.9.2 and CA-ACRM 1115B.9.1.2, ADA 4.19.6 p.269)

**Corrective Action:** The dispensers have been lowered to the proper height.

## **V. PROVISIONS FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH SPEAKING OR WHO HAVE DISABILITIES**

*Use of CDSS-translated forms in the clients' primary language:* San Joaquin County HSA is required to provide forms and other written materials required for the provision of aid or services to the applicant/recipient in the individual's primary language when such forms and other written materials are provided by CDSS.

**Corrective Action:** Provide ongoing education and training to workers. For a primary language form, HSA has developed and utilizes form SJ 100, Documentation of Language Preference for Written Communications and Offer of Interpreter.

## **VI. DOCUMENTATION OF APPLICAN/RECIPIENT CASE RECORDS**

*Method of providing bilingual services and documentation:* San Joaquin County HSA must document the method used to provide bilingual services, e.g., assigned worker is bilingual, other bilingual employee acted as interpreter, volunteer interpreter was used, or client provided own interpreter. Div.21-116.22

**Corrective Action:** Ongoing education and training continues to be provided for workers.

## **VII. STAFF DEVELOPMENT AND TRAINING**

Training Area: The County shall ensure that employees received Division 21 civil rights training at the time of orientation, as well as ongoing training to ensure the public contact staff has knowledge of Division 21, including familiarization with the discrimination complaint process. Div. 21-117.1

**Corrective Action:** HSA's Staff Development Division provides Civil Rights Training to public contact personnel. New eligibility workers receive the training during an initial 16 week, required, induction training session. Other classes are held for new workers from other functions and for refresher training for experienced workers. Refresher training is required every four years. This is being monitored by Staff Development Division.

Cultural Awareness Training: The County shall ensure that all public contact employees receive cultural awareness training to ensure that public contact staff has an understanding of and sensitivity to the various cultural groups in the county's population. Div. 21-117.2

**Corrective Action:** As of January 2003, all San Joaquin County employees were required to attend mandatory Diversity Training. Additionally, they must attend a refresher course every two years. We will continue to monitor employee attendance and schedule as needed. Civil Rights training was offered in February and another eight sessions are scheduled in March.